

**CENTRAL INTELLIGENCE AGENCY**

WASHINGTON 25, D. C.

OFFICE OF THE DIRECTOR

19 February 1965

*Handwritten signature*  
**Mr. Horace Busby**  
**Special Assistant to the President**  
**The White House**  
**Washington, D. C.**

**Dear Mr. Busby:**

**This is in reply to your memorandum of 16 February 1965 regarding the handling of White House or Congressional mail referred to this Agency.**

**Because of the special nature of our work, we have never had a great many such referrals and we have not been aware of any recent increase in volume. Most of the non-Government mail referred to us by the White House or Congress concerns personnel or administrative matters, and our past experience indicates that we shall be able to continue handling it within 48 hours.**

**To assure compliance with your memorandum, the appropriate Deputy Director has brought it to the attention of all office heads involved and has instructed them to give the correspondence high priority. He has also instructed each office head to designate a senior officer to control such correspondence and insure that it is handled properly and promptly.**

**In some cases correspondence referred from the Congress cannot be answered directly and fully because of security considerations. In such cases a reply to the correspondent would be followed by a personal visit to the Member of Congress who referred it to us.**

**Faithfully yours,**

*Handwritten signature: White*  
**(Signed) Marshall S. Carter**

**Marshall S. Carter**  
**Lieutenant General, USA**  
**Acting Director**

65-788

THE WHITE HOUSE

WASHINGTON

MEMORANDUM FOR CABINET MEMBERS  
AND AGENCY HEADS

On February 3, 1964, the President sent to you a personal memorandum regarding the handling of White House mail referred to Departments or Agencies for response. *no record in CR*

The volume of mail addressed to the President is increasing sharply. The White House referrals are increasing proportionately. While the President wishes to discuss this fully at the next meeting of the Cabinet, he has asked that the 1964 memorandum be supplemented immediately with the following:

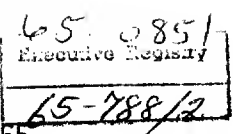
1. That referred correspondence addressed to the President be replied to within 48 hours, excluding weekends and holidays.
2. That where initial acknowledgments are used, promising substantive responses later, such follow-up letters should be dispatched within five working days.
3. That all correspondence reflecting adequate return addresses be acknowledged with appropriate replies.

The special situations arising from unusually heavy mail flows regarding legislation, public issues or news developments may in some instances require improved procedures to assure that this prompt handling of White House referrals is accomplished efficiently and economically.

A report would be appreciated by February 20 on both the status of White House referrals currently at your Department or Agency and on innovations your offices find effective in meeting heavier-than-usual flows of White House and Congressional referrals.

Horace Busby  
Special Assistant to the President

February 16, 1965



19 FEB 1965

MEMORANDUM FOR: Executive Director-Comptroller

SUBJECT : White House Correspondence Referred to the Agency  
for Response

REFERENCE : Memo fr Horace Busby for Cabinet Members and Agency  
Heads dtd 16 Feb 65, concerning same subj

1. This memorandum is for your information.
2. In reply to the two questions to be answered by 20 February:  
(a) At the present time none of the Support Offices has any White House referrals which have not been answered; (b) We do not propose any new procedures to handle heavier-than-usual flows of such correspondence; it is our intention to handle such correspondence within the 48-hour deadline, and our past experience indicates that we shall be able to do so.
3. Most of the White House correspondence referred to the Support Directorate for handling relates to personnel matters, generally routine applicant inquiries which can be answered promptly. When the inquiry is more complicated, such as an occasional complaint from or on behalf of a present or former employee, it is our practice to acknowledge the inquiry and send a follow-up response as soon as possible. The few Presidential letters concerning other Support areas similarly receive special handling.
4. To insure compliance with reference, I have issued a memorandum to all Support Office Heads bringing Mr. Busby's memorandum to their attention and instructing them to assure that high priority continues to be given to such correspondence. In addition, I have instructed each Office to designate a senior officer to be responsible for controlling such correspondence and insuring that it is handled properly and promptly.
5. I understand that in some cases the Support Offices having action responsibility for handling White House correspondence do not receive it within the 48-hour time limit set for reply. I would like to suggest that White House correspondence be routed directly from the point of receipt to the action office, or that, if additional routing is indicated, a copy be sent promptly to the action office.

[Redacted Signature Box]

L. K. White  
Deputy Director  
for Support

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18 February 1965

MEMORANDUM FOR: Executive Director-Comptroller

SUBJECT: White House Memorandum dated 16 February 1965

1. This memorandum is for information.

2. This office has very little mail referred to it which is addressed to the President. At the current time it has no such items outstanding. I do not believe that the suggested innovations would cause any particular difficulty. However, I foresee in certain situations as in other congressional correspondence that we might not be in a position to place all the substantive data in a reply because of security. In such cases a bland response would be combined with a personal visit to the member of Congress involved or with some other method of responding adequately but without public revelation of classified information.

3. As a matter of interest, we have not noted any heavier than usual flow of congressional correspondence during the last month. Generally I believe that existing procedures are adequate to meet both the routine flow of congressional referrals and stepped-up flows when they occur.



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<input type="checkbox"/>		<input type="checkbox"/>	SECRET
CENTRAL INTELLIGENCE AGENCY OFFICIAL ROUTING SLIP			
TO	NAME AND ADDRESS	DATE	INITIALS
1	M/Record		
2			
3			
4			
5			
6			
<input type="checkbox"/>	ACTION	<input type="checkbox"/>	DIRECT REPLY
<input type="checkbox"/>	APPROVAL	<input type="checkbox"/>	DISPATCH
<input type="checkbox"/>	COMMENT	<input type="checkbox"/>	FILE
<input type="checkbox"/>	CONCURRENCE	<input type="checkbox"/>	INFORMATION
<input type="checkbox"/>		<input type="checkbox"/>	PREPARE REPLY
<input type="checkbox"/>		<input type="checkbox"/>	RECOMMENDATION
<input type="checkbox"/>		<input type="checkbox"/>	RETURN
<input type="checkbox"/>		<input type="checkbox"/>	SIGNATURE
Remarks:			
The three other deputies telephoned negative response to query.			
FOLD HERE TO RETURN TO SENDER			
FROM: NAME, ADDRESS AND PHONE NO.			DATE
O/execDir			
<input type="checkbox"/>	UNCLASSIFIED	<input type="checkbox"/>	CONFIDENTIAL
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